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Inspiring and Praising Employees to Build Morale

Energize employees by taking every opportunity to recognize their contributions and urging them to excel.

How to Inspire

Skill
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- Every conversation with your employees produces one of three results:
 - positive impact,
 - no impact
 - or negative impact. 🔊
- You want to create as many positive encounters as possible.



How to Inspire

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- Set their sights on a faraway goal that's so exciting and potentially rewarding that they cannot help but covet it
- Help them visualize what it'll feel like to reach the mountaintop – to know that they gave every ounce of their effort to deliver superior performance



Don't Do All the Talking


Skill 9

- Skip the long speeches when you're trying to inspire employees
- Instead, summarize a tantalizing goal and then ask lots of questions
- That will turn your workers into true believers



Techniques to Engage Employees

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- Remind workers of past triumphs
- Ask them to reflect on what drove them to achieve successful outcomes
- Identify your employees' sources of inspiration 
- Ask them whom they admire as a mentor
- Align their interests with yours



Praise Judiciously


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- It's better to recognize superior effort or performance rather than try to praise everyone, everyday
- Praise resonates more deeply when you express it just before and just after an employee takes on an assignment



How to Praise

Skill 9

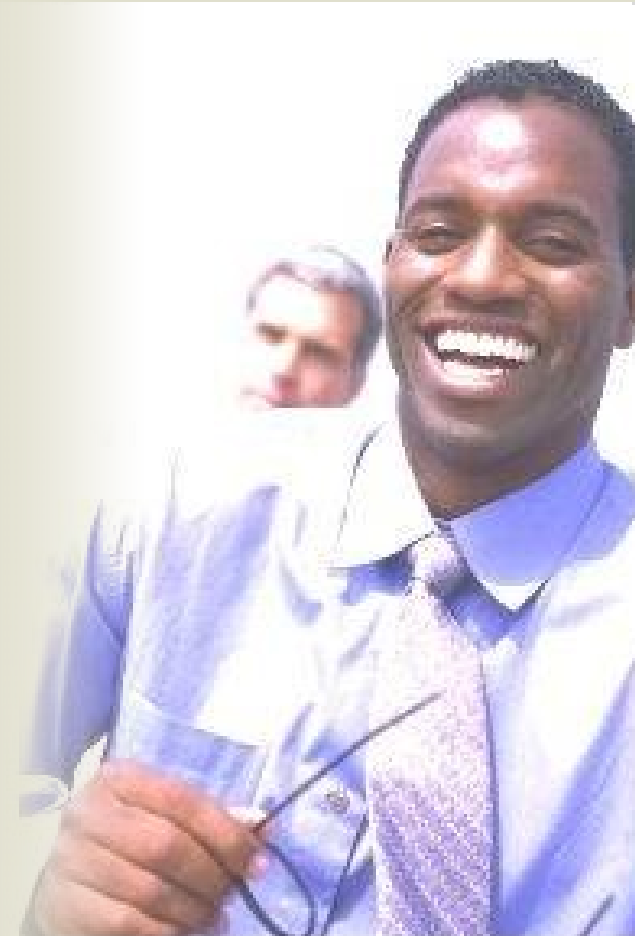
- Give details of what you admired most about the individual's work
- Mix public and private praise
- Save time in staff meetings to spotlight those employees who deserve kudos 
- Lead the group in a round of applause and ask the employee to say a few words to the team



Effects of Praise

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- Saluting outstanding performance lifts everyone's morale
- Even those workers who are not basking in applause will see that you value outstanding effort and they'll push harder to excel in the future



Praising in Private

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- Maintain eye contact and avoid distractions
- Speak with passion and sincere appreciation
- Don't follow praise 📢 by making a request
 - Can seem manipulative and undermine the goodwill you seek to establish



Praise is a Management Tool

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- If you want to induce certain behavior among your team, praise individuals already exhibiting it
 - To spur workers to propose ways that improve operations, praise the clerk who came up with a money-saving idea 💡
 - To highlight the need for superior customer service, praise service reps who inconvenience themselves to satisfy a demanding client



Warning

Skill 9

- Never praise out of obligation
- If an employee craves recognition, don't feel you must compliment the person – instead, dangle a challenge 🔊
- If the employee accepts your challenge and delivers results, then your praise will truly matter



- Nothing will inspire employees more than the opportunity to achieve personal goals that add meaning and excitement to their lives
- Listen carefully to your employees and help them identify personal work goals that fit within the goals of the organization



It's True

Skill 9

- In survey after survey, employees indicate that they value praise, recognition and a positive, high-morale workplace more than pay. 🔔

